

PROPOSED AMENDMENTS FOR INTERVIEW PURPOSES ONLYIn The Claims:

1. A system, comprising:
 - a an enterprise workstation having ~~one or more computers~~ at least a first computer;
 - 5 one or more printing devices connected to at least ~~one~~ the first computer ~~in the workstation~~;
 - a remote diagnostics center located outside the enterprise workstation ~~and including at least a second computer configured to communicate with the one or more printing devices and execute a printing device management application to obtain diagnostic data from the one or more printing devices after~~
 - 10 ~~receiving explicit authorization to do so from a workstation computer; and~~
 - a printing device management application that is configured to execute diagnostic applications on the printing devices, change printing device settings and obtain printing device diagnostic results and printing device statuses, the
 - 15 printing device management application including a printer information management program stored on the second computer and a printer information management component stored on the first computer, the printer information management component being a component of the printer information management program; and
 - 20 wherein the printer information management program is further configured to display a user interface on the first computer that displays diagnostic information regarding a printing device and includes a share mechanism that, when actuated at the first computer, allows the printer information management application to display the user interface on the second
 - 25 computer and to accept commands entered via the user interface on the second computer ~~diagnostic data is simultaneously viewable at the remote diagnostics center and at the workstation computer authorizing the remote diagnostics center to obtain the diagnostic data.~~

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2. The system as recited in claim 1, wherein at least one of the one or more printing devices is directly connected to ~~a workstation~~ the first computer.

5 3. The system as recited in claim 1, wherein at least one of the one or more printing devices is connected to the ~~workstation through a local network~~ the first computer via the Internet.

10 4. The system as recited in claim 1, wherein:
the system comprises at least two printing devices;
a first printing device is directly connected to ~~a workstation~~ the first computer; and
a second printing device is connected to the ~~workstation~~ first computer through a local network.

15 5. The system as recited in claim 1, wherein the remote diagnostics center ~~further comprises a printer information management system that~~ communicates with the ~~workstation through~~ first computer via the Internet.

20 6. The system as recited in claim 5, wherein the printer information management ~~system~~ application is stored on an Internet website.

7. (Canceled)

25 8. (Canceled)

9. A method, comprising:

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communicating with a an enterprise workstation having ~~one or more~~
~~computers and a workstation computer with~~ at least one printing device
connected ~~thereto to a workstation computer~~;

receiving ~~explicit~~ authorization from a the workstation computer to view
5 printing device information and execute printing device commands related to
the printing device, said authorization resulting from a mechanism in the user
interface within the workstation computer ~~access printing device diagnostic~~
~~data;~~

performing diagnostics and maintenance on the workstation computer
10 from the remote computer;

receiving and displaying diagnostic data from each a printing device of
the workstation only if the explicit authorization to access printing device
diagnostic data has been received; and

wherein the diagnostic data that is displayed is simultaneously displayed
15 at the workstation computer that has authorized access to the printing device
diagnostic data.

10. The method as recited in claim 10, wherein the workstation
includes at least two printing devices, and at least one printing device is
20 connected to the workstation through a local network.

11. (Canceled)

12. The method as recited in claim 10, wherein the communicating
25 further comprises communicating with the workstation through the Internet.

13. (Canceled)

14. (Canceled)

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15. The method as recited in claim 10, wherein the printing devices further comprise printers.

5 16. A method, comprising:

initiating a printer information management system from a computer of a workstation having one or more computers and one or more printers connected ~~to the workstation computers thereto~~, the printer information management system ~~obtaining~~ component executing at least one diagnostic program to

10 obtain diagnostic data from the one or more printers; and

granting ~~explicit~~ permission to a remote user computer to view and control the printer information management system component to execute the diagnostic program to obtain ~~access the~~ diagnostic data from the one or more printers;

15 relinquishing control to, or maintaining simultaneous control with, the remote computer at the workstation computer; and

viewing displaying the diagnostic data at the workstation computer at the same time that the diagnostic data is being ~~viewed by~~ displayed at the remote user.

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17. The method as recited in claim 18, wherein the ~~granting permission to a remote user further comprises granting permission to a remote user to access the diagnostic data through an Internet connection~~ maintaining simultaneous control further comprises displaying the user interface at the
25 workstation computer while commands are entered via the user interface at the remote computer.

18. The method as recited in claim 19, wherein ~~at least a portion of the printer information management system is stored on an Internet website and~~

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~~is concurrently accessible by two or more users a printer information management application executed at the remote computer and the printer information management component of the workstation computer is a component of the printer information management application.~~

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19. (Canceled)

20. The method as recited in claim 18 ~~16~~, wherein maintaining simultaneous control further comprises the capability to enter commands at
10 both the workstation computer and at the remote computer the printer information management system is network based, and the initiating further comprises launching the printer information management system through a network connection.